

**SECTION A (20 marks)**

*Answer ALL questions from this section.*

1. State **four** factors that determine the choice of furniture to be used in catering establishment. (4 marks)
2. Outline the hotplate procedure for food service. (4 marks)
3. Highlight the use of **four** different trolleys found in service areas of a large catering establishment. (4 marks)
4. Explain the following terms as used in tea purchasing:
  - (a) string and tag;
  - (b) envelops.(4 marks)
5. Highlight **two** points for each of the following qualities of a good waiter:
  - (a) mental qualities;
  - (b) moral qualities.(4 marks)

**SECTION B (80 marks)**

*Answer any FOUR questions from this section.*

6. (a) Identify the appropriate alcoholic beverage for each of the following food items:
  - (i) pork and veal;
  - (ii) lamb and beef
  - (iii) game
  - (iv) prawns.(2 marks)
- (b) Differentiate between Deferred and Voucher billing methods. (4 marks)
- (c) State **seven** duties of a food and beverage manager. (7 marks)
- (d) Illustrate the organisation chart of a small hotel. (7 marks)
7. (a) State **five** unhygienic ways in which waiters should not use their waiter's cloth. (5 marks)
- (b) Highlight **five** points a waiter would consider before presenting the guest's food at the table. (5 marks)

- (c) Explain the following factors considered when planning a bar:
- (i) area; (2 marks)
  - (ii) layout; (2 marks)
  - (iii) safety and hygiene; (3 marks)
  - (iv) plumbing and power. (3 marks)
8. (a) Explain **four** types of vending machines used in food service operations. (4 marks)
- (b) Describe the plate powder method of cleaning silver. (6 marks)
- (c) Explain **ten** causes of accidents in the restaurant. (10 marks)
9. (a) Outline the service sequence a waiter would follow in the service of cheese. (6 marks)
- (b) Explain how a bar staff member would distinguish to a guest between patent still and pot still methods of producing spirits. (6 marks)
- (c) Describe the following menu terms:
- (i) savouries;
  - (ii) entre'es;
  - (iii) re levés;
  - (iv) sorbets.
- (8 marks)
10. (a) State the use of **three** types of linen in the food service area. (3 marks)
- (b) Explain how the following factors influence the attractiveness of a wine and drink list:
- (i) shape;
  - (ii) colour scheme;
  - (iii) durability;
  - (iv) flexibility of design and format;
- (8 marks)
- (c) Describe the following:
- (i) ganymede system;
  - (ii) reception tea;
  - (iii) gueridon service.
- (9 marks)